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# Avocent® Matrix Manager Software

## Release Notes

### Version 1.10.1

### December 21, 2016

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This document outlines:

1. Update/Installation Instructions
2. Language Support Information
3. Issues Fixed and Feature Enhancements
4. Known Issues
5. Version Compatibility Matrix
6. Recommended Best Practices and Technical Notes

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## 1. Update/Installation Instructions

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### Server configuration requirements

The following list shows the recommended minimum hardware configuration for the Matrix Manager software server. The Manager can run on a virtual machine with virtual resources comparable to the minimum hardware requirements.

- Intel® Pentium® 2.7GHz (64 bit) processor or equivalent
- 4GB memory
- 50GB hard disk space
- 1GB Ethernet port

### Operating System (OS) requirements

The Avocent® Matrix Manager software must be installed on a server class machine or an equivalent virtual machine with Microsoft Windows® Server 2008 R2 (64-bit) Enterprise Edition SP1, Microsoft Windows Server® 2012 R2 or Red Hat® Enterprise Linux 6.2 (64-bit).

### Client Browser Support Information

- Microsoft (Internet Explorer) versions - IE9, IE10, IE11, Microsoft Edge
- Firefox® versions - 44
- Chrome 48.0
- Safari 8

### Prerequisites

- If a firewall is in effect, the following ports must be opened to allow the Matrix Manager software to function properly:
  - Port 8443 or the Matrix Manager software HTTPS port (if planning to use non-default port)
  - Port 427 – UDP (Auto Discovery)
  - Port 9998 – TCP (Manager to switch communications)

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- If planning to use the Matrix Manager software in High Availability mode, both servers hosting the software must be configured to use identical network settings and must both have access to the same networks.

**NOTE:** Licenses must be activated in order to use the Matrix Manager software. See the user guide for instructions on that process.

**To update from a previous version of the Matrix Manager software:**

**NOTE:** Automatically downgrading from Matrix Manager software version 1.10.1 (or higher) to a version lower than version 1.10.1 is not supported.

**NOTE:** This version of the Matrix Manager software is provided as a full installation package. If you already have a previous version of the Matrix Manager software installed, this installation package will automatically uninstall the previous version and install the new version of the Matrix Manager software. All existing the Matrix Manager software data including licenses will be backed up and restored during the installation process.

**NOTE:** If you have a beta version of the Matrix Manager software installed, follow the steps to uninstall the existing version of the Matrix Manager software and database and install a new instance of the software.

1. Backup all existing Matrix Manager software data by creating a new Backup task in the Tasks screen under the Settings menu, with *Run Now* selected.
2. Use one of the following methods to begin update of the software:
  - NOTE:** To update the Matrix Manager software, you must have administrator rights on the server. It is also recommended to stop the Matrix Manager software service before performing an upgrade.
  - a. For update on a supported Windows® system, run the installer executable file, and then follow the on-screen instructions.
  - b. For update on a supported Linux® system, login as root user from a command line, execute the .bin file then follow the on-screen instructions.

**To install Matrix Manager software for the first time:**

This document is an addendum to the Avocent® Matrix Manager Installer/User Guide that contains detailed steps to install and use the Matrix Manager software.

1. For installation on a supported Windows® system, run the installer executable file, and then follow the on-screen instructions.
  - NOTE:** To install the Matrix Manager software, you must have administrator rights on the server.
2. During installation, if a compatible version of PostgreSQL is detected in the system, you will be prompted to enter the existing Postgres information (port number and credentials).
3. When the installation is complete, the software can be launched from the web browser from the following URL:  
<https://<MatrixManagerIP>:<MatrixManagerPort>/>.

**NOTE:** The default username for the Avocent® Matrix Manager software is **Admin** and the password is blank (no password). It is recommended to change the Admin user's password after you log into the software by selecting *Users* from the side navigation bar, then selecting the *Accounts* pane.

**To uninstall the Avocent® Matrix Manager software:**

1. Disenroll all master switches and deactivate any licenses that you no longer wish to use.
2. To uninstall from a supported Windows® system, select *Control Panel- Programs and Features*, double-click *Matrix*

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*Manager* to launch the uninstaller, and then follow the screen prompts.

3. Manually delete the following:
  - a. Matrix Manager Installation Directory
  - b. Postgres Installation Directory (if installed by the Avocent® Matrix Manager software)
  - c. “postgres” user account (if installed by the Avocent® Matrix Manager software)
  - d. Licensing Service folders: C:\Program Files\EmersonNetworkPower (Windows)

**To re-install the Avocent® Matrix Manager software:**

1. Uninstall the previous instance of the Avocent® Matrix Manager software as listed in the previous section, ensuring you’ve deleted all items listed in step 3 above.
2. Reinstall a new copy of the Avocent® Matrix Manager software by following the steps listed in the previous “To install the Avocent® Matrix Manager software” section.

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## 2. Language Support Information

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This version will support English only.

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## 3. Issues Fixed and Feature Enhancements

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### New Features

- Added support for Windows Server® 2012
- Upgraded the user interface (UI) to make it more user friendly
- Event detail updates:
  - Change device properties will be recorded
  - Device status change from device side will be recorded

### Support Issues Addressed in this Release

- Fixed the “delete third party with SSL mode” issue
  - Set the license expiration date to empty when it is permanent license
  - Added MIB files to installation folder
  - Added support for the latest browser
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## 4. Known Issues

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Issue	Workaround (if Available)
The switch’s mode (master or cascaded slave) must be configured and managed using the On-Board Web Interface (OBWI) of the respective switch. This cannot be modified from the Matrix Manager software.	None at this time.

Issue	Workaround (if Available)
High Availability Matrix Manager systems need to run on the same HTTPS port as each other in order to be able to communicate properly with switches.	None at this time.
Edit option is not available for a Firmware Upgrade task.	Delete and create a new Firmware Upgrade task.
Restoring the backup from one Matrix Manager to another leads to both Matrix Managers accessing the same switches and devices.	Remove the first manager from network before restoring the backup to the second manager.
If a master switch is running as a backup controller, it cannot be discovered and enrolled in a Matrix Manager.	Perform a Force Role Switch from the OBWI to make the master switch the cascade controller.

## 5. Version Compatibility Matrix

The following versions of firmware are compatible with this release of the Matrix Manager software. See the Matrix High Performance KVM Switch Release Notes (version 1.8.x) for more information.

Unit	Version
Avocent® Matrix switch	1.10.1
Avocent® Matrix receiver (G1, G2)	1.10.01
Avocent® Matrix transmitter (VGA, DVI)	1.10.01
Avocent® AMWorks™ Java-based system administration tool (software)	6.5.1.1
Avocent® AMX™ switch	NA (No changes)
Avocent® AMX™ switch receiver	4.5.0.12
Avocent® AMX™ switch transmitter	NA (No changes)

## 6. Recommended Best Practices and Technical Notes

- The Matrix Manager software has backup and restore functionality that allows you to create a backup of the software database. It is recommended to schedule a periodic backup task using the Matrix Manager after installing the software.
- It is recommended to schedule an Event Cleanup task to delete old events from the database. Before deleting the Events or running a cleanup task, you should back up the events using an Event Export task.
- After issuing a reboot command to devices from the Matrix Manager software, wait for a few minutes before attempting to continue working on them or issue the next set of reboot commands on other devices.
- It is not recommended to open multiple browser tabs or windows to the same instance of the Matrix Manager software.
- By default, trace logging is enabled for errors and log files are created in the <Manager\_install\_folder>/jetty-server/logs/ folder. Logging can be enabled or disabled using the Log Tracker Tool that can be accessed using the following URL after logging in to the Matrix Manager software: <https://<IP>:<Port>/matrixmanager/common/trace.xhtml>. Using the Advanced options, the Log level, the maximum size of the log files and the number of log files to retain can be configured.

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- Only users with admin privilege can access the Matrix Manager software. If one of these users forgets their password, other users can reset it. If there is only one user with Matrix Manager software access, then contact Technical Support for a password reset request.
  - When a cascaded slave switch, transmitter or receiver is moved under a new master switch, it will lose any custom settings (like Name) that may have been set under the previous master switch. However, any unit groups associated with the devices and their permissions are retained by the Matrix Manager software.
  - For additional information on External KVM System integration, refer to the Avocent® AMWorks Release Notes (version 6.5.1.1) and Avocent® Matrix Manager Installer/User Guide.

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